

*Avery County Department of Social Services  
Newland, North Carolina  
Employment Opportunity*

**Position Title and No.:** Processing Assistant III

**Salary:** \$24,014

**Posting Date:** 3/14/16

**Closing Date:** Open until 3/28/16

**To Apply:** Submit a completed PD-107 (state application) to Barbara Jones, Avery County DSS, PO Box 309 Newland, NC 27657. Unsigned or incomplete applications will not be processed. Resumes will not be accepted in the absence of an application. Applications may be obtained at <http://www.oshr.nc.gov/jobs/general.htm>

**PREFERENCE:** Bilingual applicants are preferred

**Description of Job Duties:** This position is assigned to be the primary Receptionist position. The position is the first point of contact for clients visiting or calling the agency. Imparting accurate information, swiftly referring clients to appropriate staff, and expedited routing of materials are essential. Other duties may be assigned to the worker when deemed necessary by the Supervisor.

This worker must be human services oriented and possess the ability to interact well with the Supervisor, Co-workers, and Clients and be able to work in a team environment. This worker must utilize the online NC FAST Program, Manuals, and DSS Administrative Letters as appropriate

**Educational/Experience Requirements:** Graduation from high school and demonstrated possession for knowledge, skills, and abilities from at least one year of administrative/secretarial experience.

**Knowledge, Skills and Abilities Required:** Considerable knowledge of the programs/areas assigned; general knowledge of all agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills; ability to read, analyze, and interpret rules, regulations, and procedures. Strong computer skills (data entry, on-line manuals, etc.) are essential in this position. Must be able to effectively communicate with customers and the general public (both verbally and in writing) to obtain data, and to explain rules, regulations, and procedures. Must possess a valid NC Driver's license.

An Equal Opportunity Employer